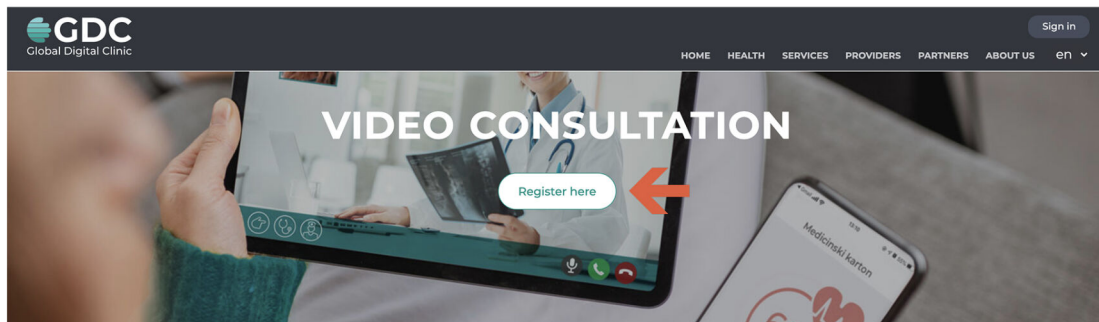


# REGISTRATION – CREATE YOUR ACCOUNT

**A**ccess the Global Digital Clinic (GDC) platform by clicking on the following link:  
<https://www.globaldigitalclinic.com/videoconsult>

- To create a user account first click on "Register":



**Platform for video calls gives you access to renowned specialists in only 3 clicks!**

Doctors available immediately or by daily appointment calendar. The service includes a complete electronic health record.

GDC offers consultations, check-ups, follow-ups second medical opinion, psychotherapy and interpretation of medical findings.

[Find a doctor](#)

- After entering the basic data, click on "Create your account" and then open the registration confirmation email on the GDC platform (you will receive it to the email address you provided during registration):

The image shows the 'SIGN UP' form on the GDC platform. The form is titled 'SIGN UP TO YOUR ONLINE HEALTH CENTER' with the subtitle 'Improve your health and life style easy and effortlessly'. It includes fields for: First name \*, Last name \*, E-Mail \*, Password (min length 8 characters) \*, Confirm password \*, and Referral code (optional). Below the referral code field is a note: 'form friend or sales agent'. At the bottom of the form are three buttons: 'Sign up', 'Sign up with Facebook', and 'Sign up with Google'. To the left of the form, there is promotional text about finding a doctor and downloading the GDC Visit me app, along with 'Download on Google play' and 'Download on the App Store' buttons. A smartphone displaying the app is also shown.

**P**lease note that the registration confirmation email may arrive in the SPAM or PROMOTIONS mailbox.

- In the email you receive from GDC, click on the link for the platform and then click on "Sign up".
- You do not have to enter any data in the "Friend ID" field.

# HOW TO FILL OUT YOUR PROFILE

**C**lick on “Profile” and enter basic personal and insurance information.

The screenshot shows the GDC Profile page. The left sidebar contains links: Profile, Family, Permissions, Call test, Account, Notifications, and Feedback. The main content area is titled 'PERSONAL DATA' and includes fields for First name (Marko), Last name (Markovic), Gender (Male), and Date of Birth (11.2.1971.). Below this is the 'INSURANCE INFO' section with Insurance Company (Generali Osiguranje Srbija) and Insurance card ID (ID009324). The 'CONTACT INFO' section is partially visible at the bottom.

**P**roceed to create the electronic health record (1). In it you can keep important documents in electronic form (2, 3) for yourself and your family members.

The screenshot shows the GDC Medical Record page. The left sidebar contains links: Health data, My documents, and Reports. The main content area is titled 'HEALTH DATA' and includes a section for 'Known Conditions' with a dropdown menu. Below this is a section for 'Other conditions if not in the list above:' with a text input field. There is also a section for 'Known Allergies:' with a text input field. At the bottom, there is a section for 'Please enter the therapy you used recently:' with a '+ Add New Therapy' button and an 'Update' button. A note at the bottom states: '\*By entering data and uploading documents you allow us to save your medical record data'.

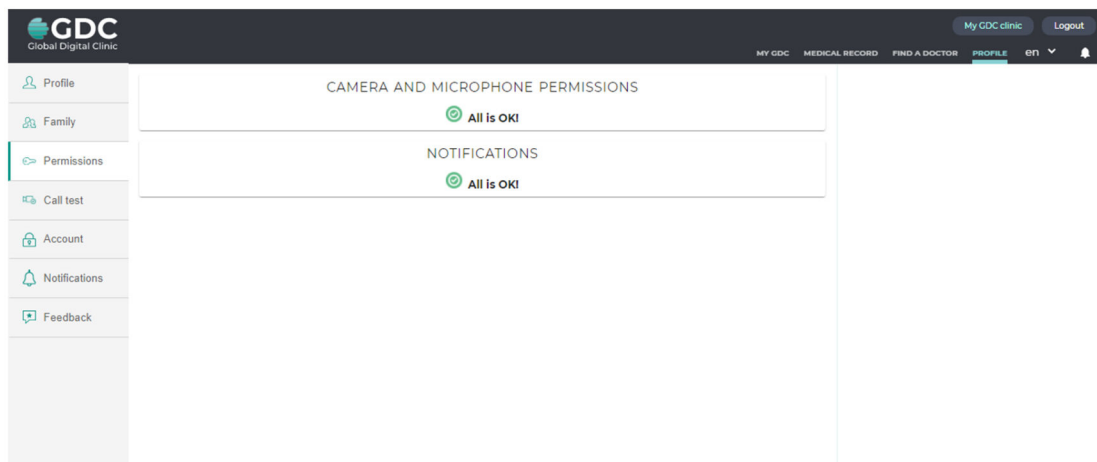
## TECHNICAL ADJUSTMENTS

**Y**ou must have access to your device's microphone and camera for video consultations. You must allow microphone and camera access to be able to make a call.

- You cannot use the camera and microphone in another application at the same time (Skype, Zoom, Viber). When you want to use our application, end the call in progress in another application.

- Allow access to browser notifications on the device.

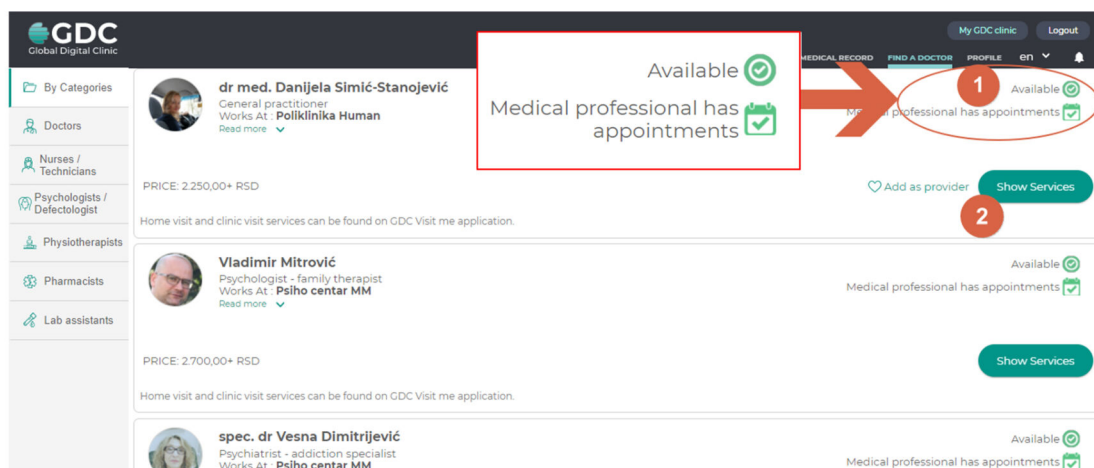
Before starting a call, all permissions must be turned on. Be sure to check and, if necessary, update the settings in the "Profile" section by clicking on "Access Permissions".



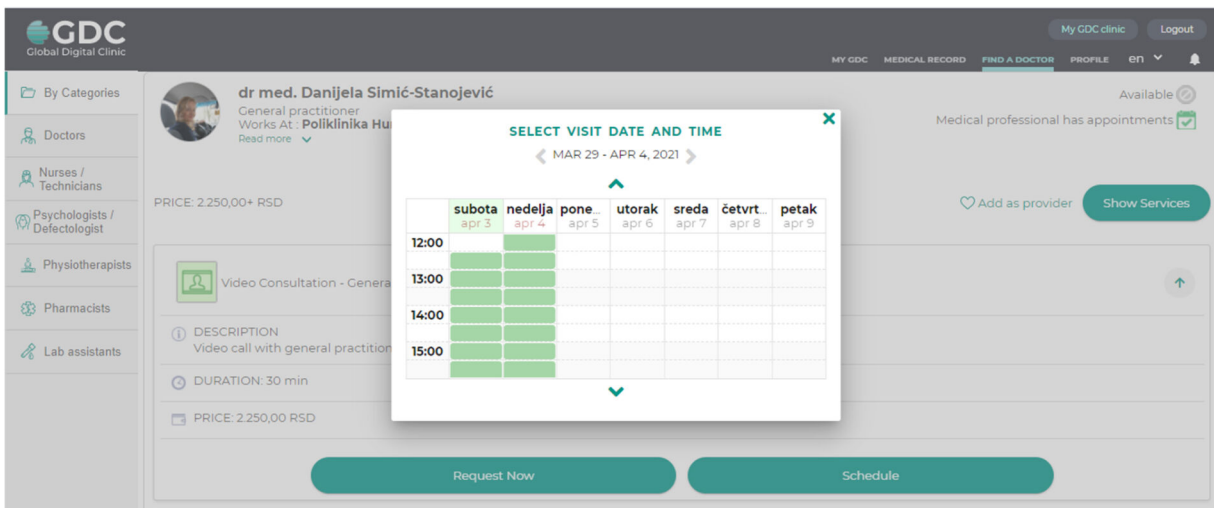
## SELECTION OF DOCTORS

**A** doctor can be available for an online consultation immediately or by appointment. The status of the doctor (1) can be "Available/Unavailable" (at the moment) or "Free slots/No slots" (for appointments).

• When you select the doctor you want, by clicking on "Show Services" (2), option "Request Now" will be displayed. By clicking on this option, you will get in touch with the doctor you have selected in a few minutes.



**W**hen you select the doctor, by clicking on "Show services", option "Make an appointment" will be displayed. Clicking on this option opens the doctor's calendar with available slots for appointments (free slots are marked in green).



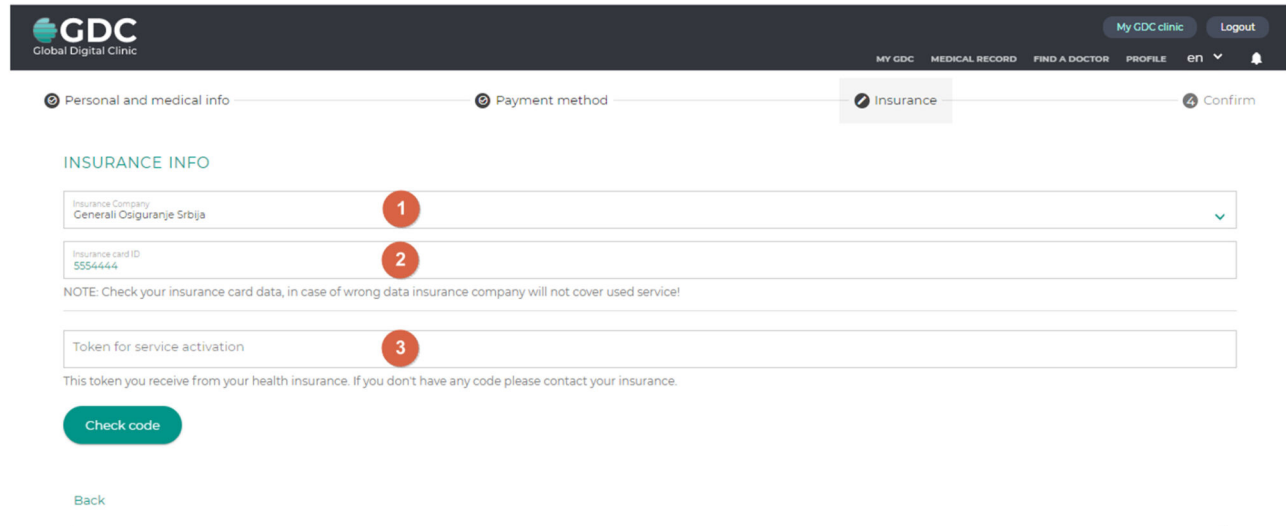
## TOKEN ENTRY FOR SERVICE ACTIVATION AND CHECK OUT

**B**efore starting a call, enter the reason for the visit (1).  
On the payment method selection page, select the option "Service covered by a health insurance policy" (2).

The screenshot shows the "Payment method" selection page. At the top, there are two tabs: "Personal and medical info" and "Payment method". The "Personal and medical info" tab is active, showing fields for "SERVICE" (Online consultation) and "REASON". Below the "REASON" field, there are two red arrows pointing left and right, labeled "1" and "2" respectively. The "Payment method" tab is also visible, showing options for "I will pay with card" (with Visa, Mastercard, and American Express logos) and "Service with private health insurance" (which is selected). At the bottom, there are buttons for "Back" and "Next ->".

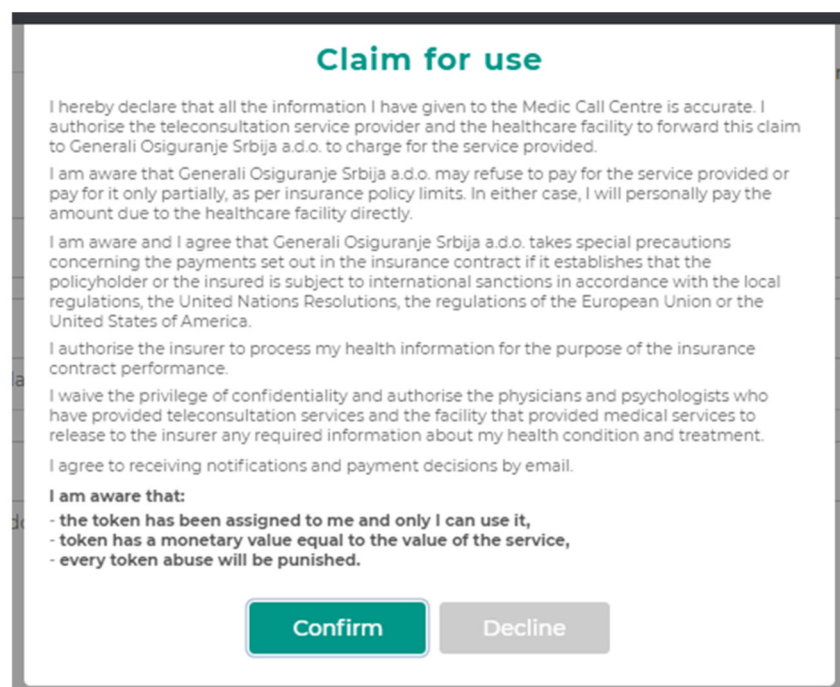


- On the next page, select “Generali” from the drop-down menu (1).
- Enter the insurance card number (2).
  - Enter the service activation token you received from us (3).
  - If you are entitled to this service, you will receive confirmation that the service is fully covered by the insurance company or information about participation payment. In the case of participation payment, you will continue to pay online for the part that is not covered by the insurance (e.g. 30% of the service price).



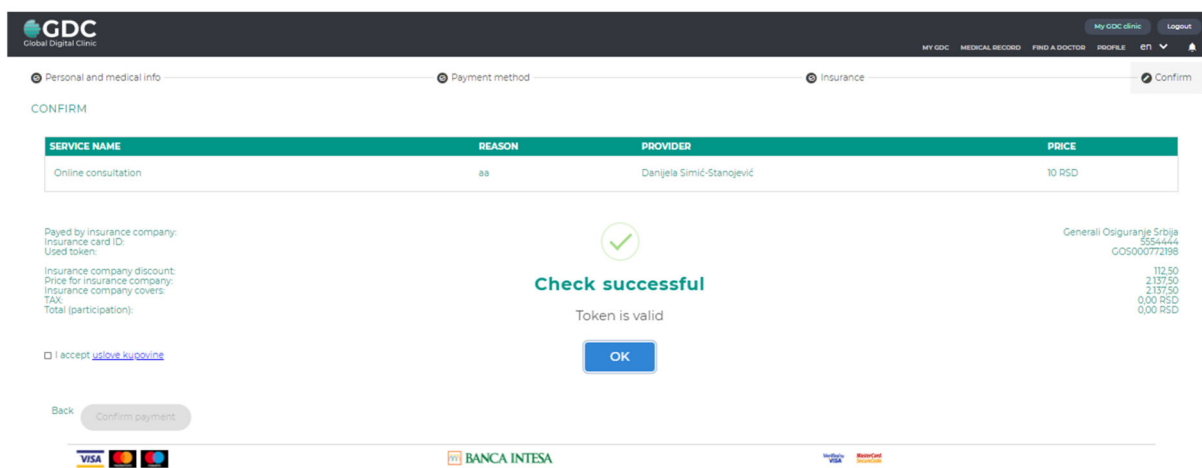
The screenshot shows the 'Insurance' step of a registration process. At the top, there's a progress bar with four steps: 'Personal and medical info', 'Payment method', 'Insurance' (current step), and 'Confirm'. The 'Insurance' section is titled 'INSURANCE INFO'. It contains three input fields: 1. 'Insurance Company' with a dropdown menu showing 'Generali Osiguranje Srbija'. 2. 'Insurance card ID' with the value '5554444'. 3. 'Token for service activation'. Below these fields is a note: 'NOTE: Check your insurance card data, in case of wrong data insurance company will not cover used service!'. At the bottom of the form is a 'Check code' button and a 'Back' link.

- Confirm consent to the processing of the request.



The screenshot shows a 'Claim for use' dialog box. It contains the following text:
   
I hereby declare that all the information I have given to the Medic Call Centre is accurate. I authorise the teleconsultation service provider and the healthcare facility to forward this claim to Generali Osiguranje Srbija a.d.o. to charge for the service provided.
   
I am aware that Generali Osiguranje Srbija a.d.o. may refuse to pay for the service provided or pay for it only partially, as per insurance policy limits. In either case, I will personally pay the amount due to the healthcare facility directly.
   
I am aware and I agree that Generali Osiguranje Srbija a.d.o. takes special precautions concerning the payments set out in the insurance contract if it establishes that the policyholder or the insured is subject to international sanctions in accordance with the local regulations, the United Nations Resolutions, the regulations of the European Union or the United States of America.
   
I authorise the insurer to process my health information for the purpose of the insurance contract performance.
   
I waive the privilege of confidentiality and authorise the physicians and psychologists who have provided teleconsultation services and the facility that provided medical services to release to the insurer any required information about my health condition and treatment.
   
I agree to receiving notifications and payment decisions by email.
   
I am aware that:
   
- the token has been assigned to me and only I can use it,
   
- token has a monetary value equal to the value of the service,
   
- every token abuse will be punished.
   
At the bottom, there are two buttons: 'Confirm' (highlighted in green) and 'Decline'.

- C**heck the information, check the box to accept the purchase conditions and click "Confirm purchase".







SERVICE NAME	REASON	PROVIDER	PRICE
Online consultation	aa	Danijela Simić-Stanojević	10 RSD

Paid by insurance company:  
 Insurance card ID:  
 Used token:  
 Insurance company discount:  
 Price for insurance company:  
 Insurance company covers:  
 Tax:  
 Total (participation):

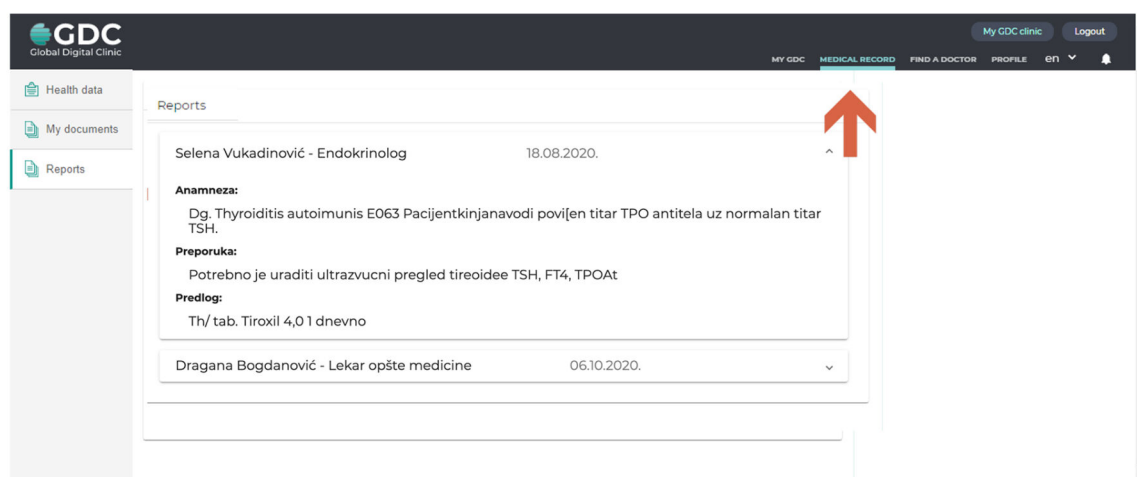
Generali Osiguranje Srbija  
 5554444  
 GOS000772198  
 112.50  
 2.137.50  
 2.137.50  
 0.00 RSD  
 0.00 RSD

☐ I accept [uslove kupovine](#)

Back Confirm payment

VISA   BANCA INTESA  

- A**fter each online consultation, you will receive a doctor's report in electronic form. The content of the report will arrive to the registered email address, and all reports will be stored in your electronic health record in the "Reports" section.



Health data  
 My documents  
 Reports

Reports

Selena Vukadinović - Endokrinolog 18.08.2020.

**Anamneza:**  
 Dg. Thyroiditis autoimunis E063 Pacijentkinjanavodi povišen titar TPO antitela uz normalan titar TSH.

**Preporuka:**  
 Potrebno je uraditi ultrazvucni pregled tireoidee TSH, FT4, TPOAt

**Predlog:**  
 Th/ tab. Tiroxil 4,0 1 dnevno

Dragana Bogdanović - Lekar opšte medicine 06.10.2020.

FOR HELP AND ANY QUESTIONS YOU MIGHT HAVE, PLEASE CONTACT THE GDC CUSTOMER SERVICE CENTER AT

**+381(0)66 443433**